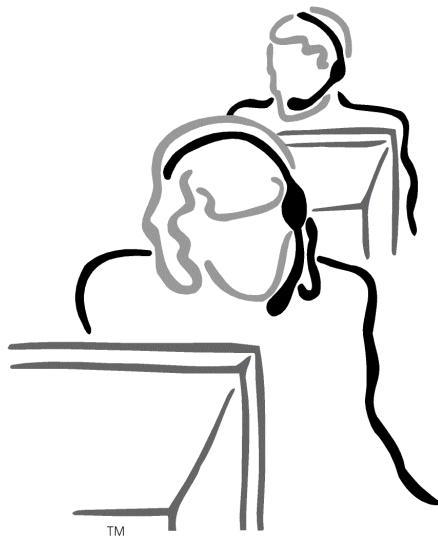


# Stat-VU™ Version 3.2

## User's Guide

Part. No. 40310-03



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## 1.0 Introduction

Stat-VU™ is a software product which displays inbound Call Center performance statistics on any Window 98/Me/2000/XP personal computer connected via Local Area Network (LAN) to a VU-ACD/100 Stat-VU Manager Terminal. The Stat-VU message window emulates a VU-ACD/100 Automatic Call Distributor Management Information System (ACD MIS) External Display (see Figure 1).

The VU-ACD/100 ACD MIS receives call event messages from a Centrex ACD switch (telephone switch), processes the data, and sends formatted messages to a VU-ACD/100 For Windows Terminal serving as the Stat-VU Manager (see Figure 2). The Manager terminal sends the Stat-VU messages over the corporate LAN using TCP/IP protocol. Stat-VU Agent Displays running the application software described in this guide read and display the messages.

Stat-VU messages may display a wide range of statistics, limited only by the data contained in the switch data stream. Typical messages might include the number of calls in queue, the average speed of answer, total calls for the day, grade of service, or the number of calls that were abandoned. Text can be incorporated with the data. Up to three different colors may be used for message characters with color changes controlled by conditional thresholds.

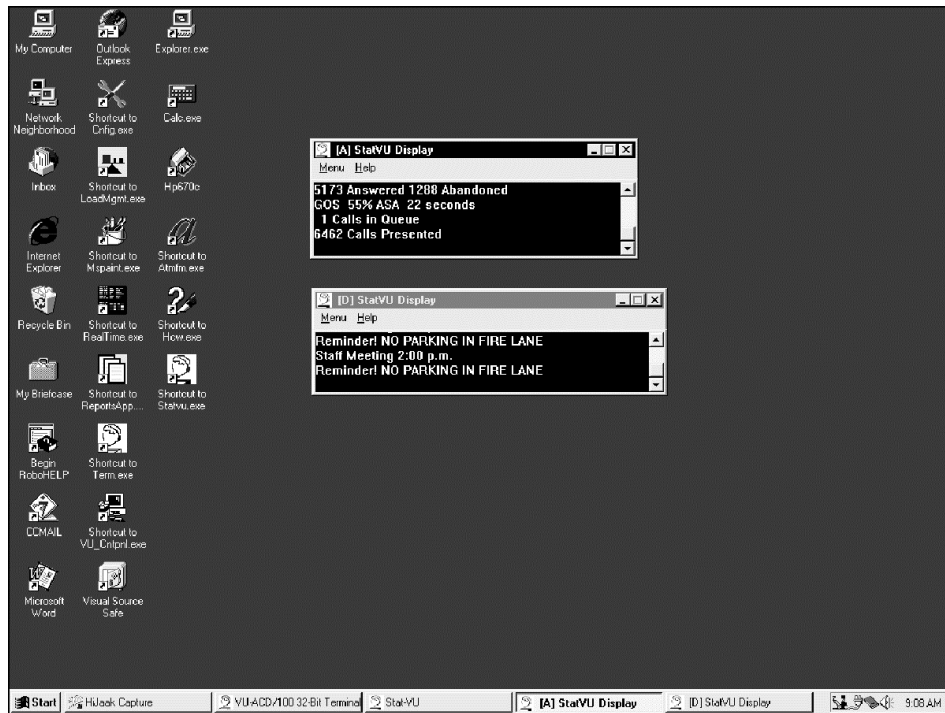
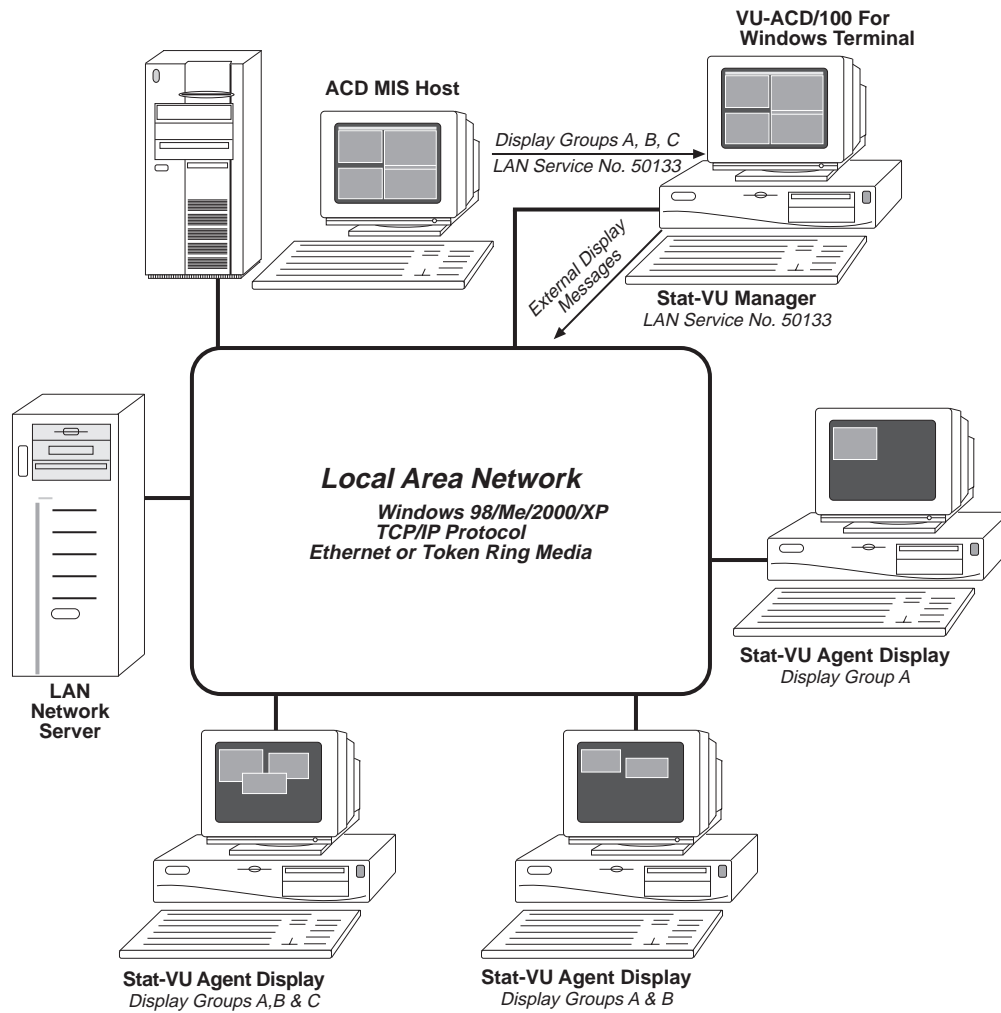


FIGURE 1: STAT-VU DATA DISPLAY WINDOWS — WINDOWS DESKTOP

**FIGURE 2: STAT-VU INTERCONNECTIVITY**

## 1.1 Installation

Stat-VU software must be installed on each Windows 98/Me/2000/XP computer on the network designated to receive messages. Before the Stat-VU software is installed on any computer, the Network Administrator should have already designated a PC on the network as a Stat-VU Manager, installed the VU-ACD/100 For Windows Software and configured it as a Stat-VU Manager.

To install Stat-VU Agent Display:

---

**Step**

- 1** From the Windows Desktop, click on the **Start** button in the task bar.
- 2** Click on the option labeled **Run** to open the **Run** window.
- 3** Insert the Stat-VU diskette into the floppy disk drive.
- 4** Click on the **Open** field in the **Run** window and type **a:\setup**. Click on **OK** to begin the installation process.
- 5** The program displays a **Welcome** window (see Figure 3). Click on **Next** to proceed with the installation.
- 6** The program displays a **Destination** window (see Figure 4). Click on **Next** to accept the default directory or click on **Browse** to select a different directory and then click on **Next**.
- 7** The program displays a window labeled **Setup Complete** (see Figure 5). Click on **Finish** to exit the installation program.
- 8** The installation process puts the program icon in the Start Menu. Click on the **Start** button. Click on **Programs** and look for Stat-VU. Double click on Stat-VU to start the program.

To create a Stat-VU shortcut on the Windows desktop:

---

**Step**

- 1** Use Windows Explorer to locate the **C:\Statvu** folder.
- 2** Open the folder and locate the file **Statvu.exe**.
- 3** Click on **Statvu.exe** and hold down the left mouse button. Drag the file to the desktop and the shortcut is created automatically.
- 4** To start Stat-VU double click on the *Shortcut to Statvu.exe* icon.

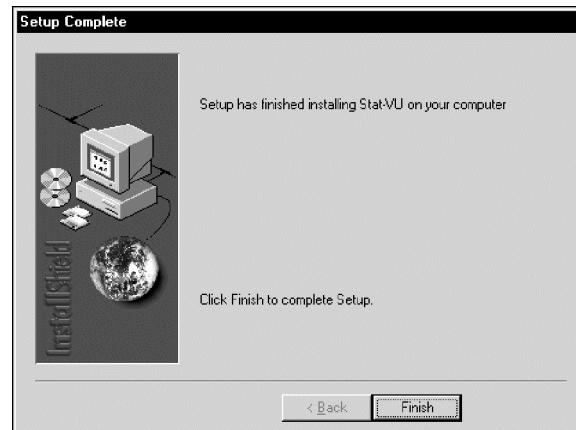




FIGURE 3: STAT-VU WELCOME SCREEN



FIGURE 4: STAT-VU DESTINATION SCREEN



**FIGURE 5: STAT-VU SETUP COMPLETE SCREEN**

## 1.2 Stat-VU Agent Display Configuration

### 1.2.1 Network Configuration

Once the Stat-VU software has been installed it must be configured to communicate with the Stat-VU Manager and receive the appropriate messages. To attach to the Stat-VU Manager, select Network Configuration from the Stat-VU menu and enter the Stat-VU Manager name or IP address into the Network Configuration window. Letters representing possible Display Groups (A-Z) are shown on the Network Configuration window. Click in the box next to each Display Group to be shown on the agent's computer to mark it with a check mark (see Figure 6).

The Network Configuration window can be accessed from the menu of any of the Display windows, by right clicking in any of the Display windows or by clicking on the first Stat-VU icon on the task bar.



*To use the name of the Stat-VU Manager, either the appropriate look-up table must exist in the **hosts** or **lmhosts** file as required by the Windows operating system or the appropriate DNS Configuration must exist on the network host. If using the name does not work, use the IP address of the Stat-VU Manager instead.*

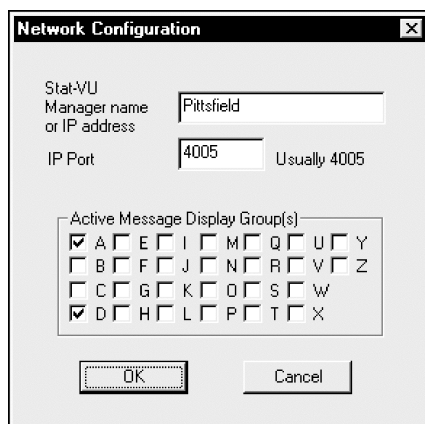


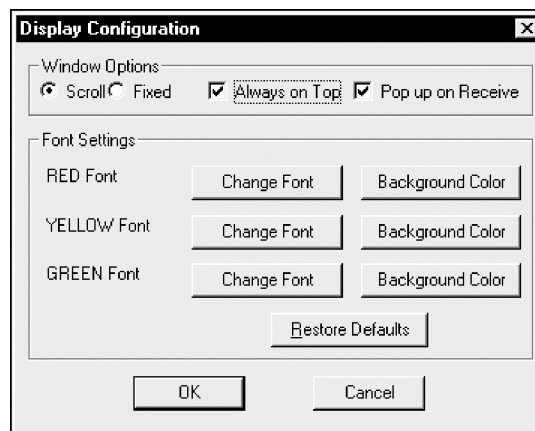
FIGURE 6: STAT-VU NETWORK CONFIGURATION WINDOW



*For additional information on configuring Stat-VU refer to sections 2.4 and 2.5 of this guide.*

## 1.2.2 Display Configuration

The Display Configuration window can be accessed from the menu of any of the Stat-VU Display windows or by right clicking in any of the Display windows. The Display Configuration window does not provide global settings. Each Stat-VU Display must have its Display Configuration set individually. For each Stat-VU Display the user can enable the Scroll/Fixed Text, Always On Top, and Pop up on Receive features, and select Font parameters for the messages received(see Figure 7). All features are enabled when the Display Configuration window is closed.



**FIGURE 7: STAT-VU DISPLAY CONFIGURATION WINDOW**



*For additional information on configuring Stat-VU refer to sections 2.4 and 2.5 of this document.*

At this point Stat-VU should be fully configured and operational. If you assigned the Stat-VU External Display to an existing Message Display Group(s), the messages already entered for the group(s) will begin to appear in the Stat-VU window as soon as the Network Configuration window is closed. If you assigned the Stat-VU External Display to a Message Display Group(s) that does not yet exist, the VU-ACD/100 administrator must create the messages and assign them to the appropriate Display Group(s).

## 2.0 Introduction

This section briefly describes the features and functions available for the Stat-VU program. These include:

- Open Stat-VU Window
- Stat-VU program information
- On Line Help
- Network Configuration
- Display Configuration
- Hide Border
- Close Window/Exit Program

The menu options described in this section appear when you do any of the following:

- Click on **M**enu
- Press Alt+M on the keyboard with the Stat-VU window on the screen
- Right click anywhere inside the Stat-VU window

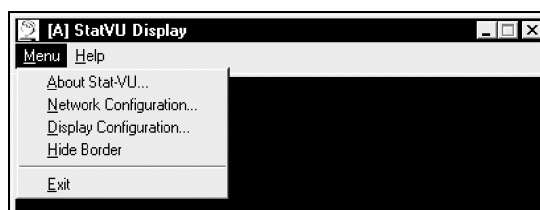


FIGURE 8: STAT-VU MENU

## 2.1 Open Stat-VU Window

The Stat-VU Window is opened in the same manner other Windows programs are opened. Click on the Start button. Select Programs and from the list of programs select Stat-VU by double clicking on it to open the application (see Figure 9). If a shortcut has been created for Stat-VU, double click on the Stat-VU icon on the desktop to start up the program.

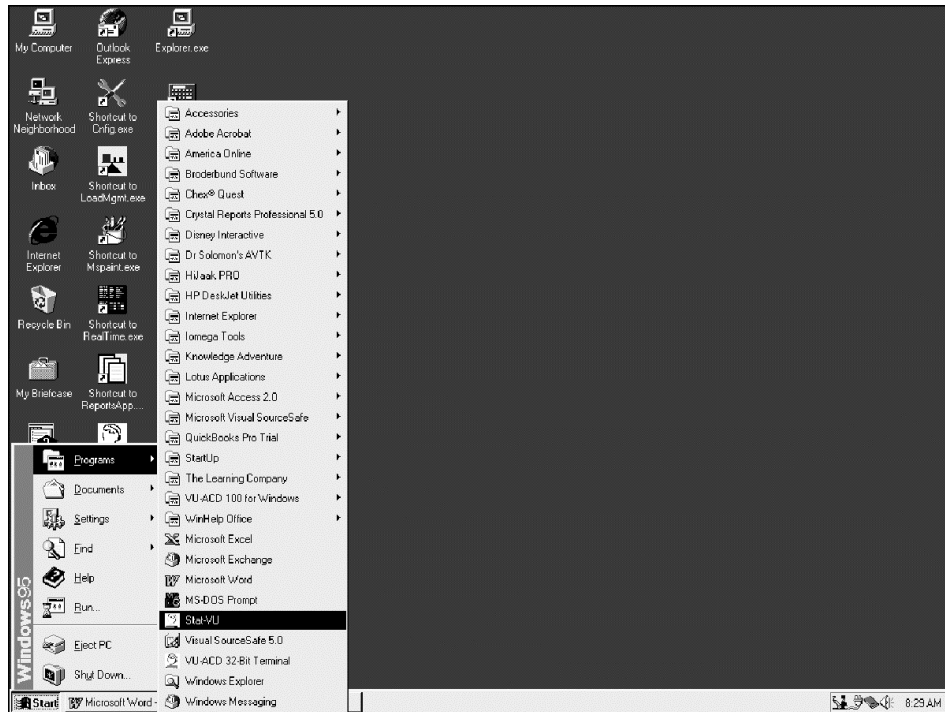


FIGURE 9: OPEN STAT-VU WINDOW

## 2.2 Stat-VU Program Information

If you click on **About Stat-VU** or type **A** with the Stat-VU menu displayed, the About Stat-VU dialog box appears (see Figure 10). This box displays information about the developer, program version and copyright date. Click on **OK** or press Enter to close the box.

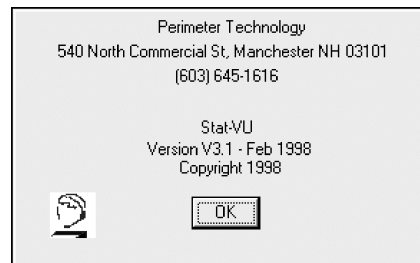


FIGURE 10: ABOUT STAT-VU DIALOG BOX

## 2.3 On-line Help

Stat-VU includes on-line help information which can be selected from the menu or accessed by pressing F1 with the Stat-VU window selected. To select Help from the menu bar click on **H**elp or type **Alt+H**. The Stat-VU Help Table of Contents appears on the screen (see Figure 11).

The Stat-VU Help Table of Contents and Help windows comply with Windows conventions for navigating and printing topics. Click on the **X** in the upper right corner of the window or click on the **Cancel** button to close Help.

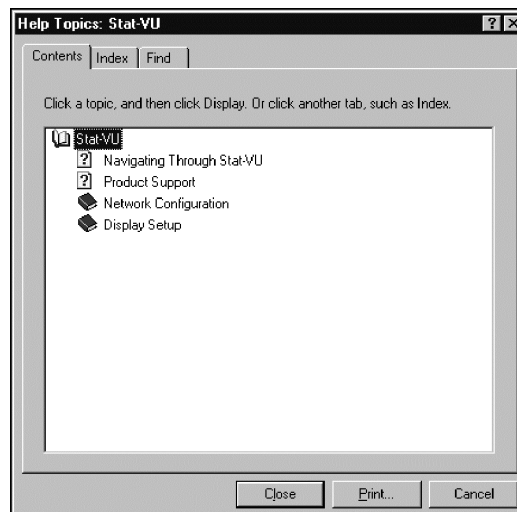


FIGURE 11: STAT-VU HELP TABLE OF CONTENTS



## 2.4 Network Configuration

Stat-VU includes a network setup dialog box for configuring the connection to the Stat-VU Manager. Display the dialog box by selecting **Network Configuration...** from the menu or right clicking inside the Stat-VU Display Window to open a pop-up menu. The Network Configuration Window can be accessed from any Stat-VU Display Window as well as the Stat-VU icon on the Start bar.

After the Network Configuration window has been updated and closed Stat-VU tries to connect to the Stat-VU Manager terminal. If the connection is successful the message “Connection Established” is displayed. If the connection is not successful the message “Connection Refused – not ready” is displayed. The Stat-VU Agent Display tries to connect to a Stat-VU Manager three times. If it is unsuccessful, a message box is displayed stating that it cannot connect to the Stat-VU Manager. Click on Configure to change your settings, Retry to try again or Exit to quit.

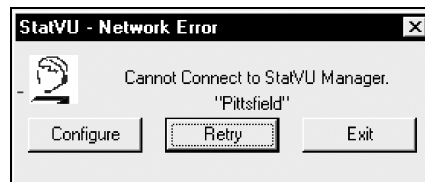


FIGURE 12: CONNECTION ERROR

### 2.4.1 Stat-VU Manager Name Or IP Address

In the first field on the Network Configuration window the user must enter the name or the IP Address of the Stat-VU Manager to allow the Stat-VU Agent Display to connect to the Stat-VU Manager (see Figure 12).



*To use the name of the Stat-VU Manager, either the appropriate look-up table must exist in the **hosts** or **lmhosts** file as required by the Windows operating system or the appropriate DNS Configuration must exist on the network host. If using the name does not work, use the IP address of the Stat-VU Manager instead.*

To enter the Stat-VU Manager name or IP address:

- With a mouse, click on the **Stat-VU Manager name or IP address** field and type the appropriate information.
- From the keyboard, press **Tab** until the cursor is displayed in the **Stat-VU Manager name or IP address** field and enter the appropriate information.

### 2.4.2 IP Port

The IP Port field on the Network Configuration window should always contain the number 4005. There is a corresponding field on the Stat-VU Manager in the VU-ACD/100 For Windows Software that advises the Stat-VU Manager to search for this number. This number should not be changed unless you are directed to do so by Perimeter Technology Product Support.

### 2.4.3 Active Message Display Group(s)

The Active Message Display Group(s) section allows the user to select a letter or letters (A-Z) associated with a Stat-VU Display Group that has been established under the Device Configuration screen of the VU-ACD/100 Host Software. Up to 10 Display Groups can be selected. For each Message Display Group selected an additional Stat-VU window is created allowing the user to receive several messages at once (see Figure 14).

Click in the box next to a Display Group to mark it with a check mark (see Figure 13). Each Display Group with a check mark will display an individual Stat-VU window on the Agent terminal. To stop receiving a Display Group Message, click on the box next to the appropriate letter to remove the check mark. Each window can be separately positioned, resized and has its own Display Configuration.



*Stat-VU windows cannot be closed individually. If you close any window all Stat-VU windows close and the connection to the Stat-VU manager is terminated. Use the Network Configuration window to remove individual Stat-VU Display windows from the Desktop.*



*For additional information on Message Groups see Section 2.5 of this document.*

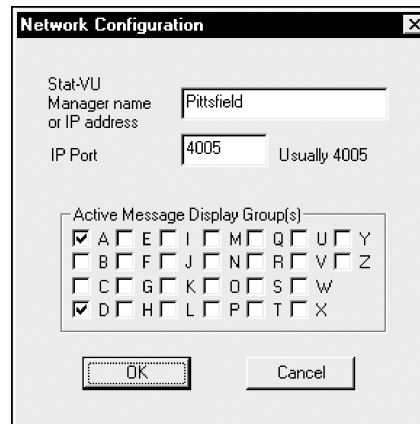


FIGURE 13: STAT-VU NETWORK CONFIGURATION DIALOG BOX

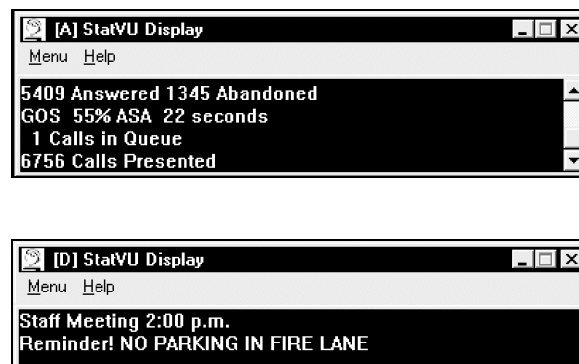


FIGURE 14: MESSAGE DISPLAY GROUPS

## 2.5 Display Configuration

Stat-VU includes a Display Configuration dialog box for setting display parameters (see Figure 15). Open the dialog box by clicking on **Display Configuration...** or right clicking anywhere inside a Stat-VU Display window to open a pop-up menu. The Display Configuration Window can be accessed from any Stat-VU Display Window. Changes made using Display Configuration only affect the Stat-VU Display window from which the Display Configuration Dialog Box was opened. Each Stat-VU Display window must be configured individually.

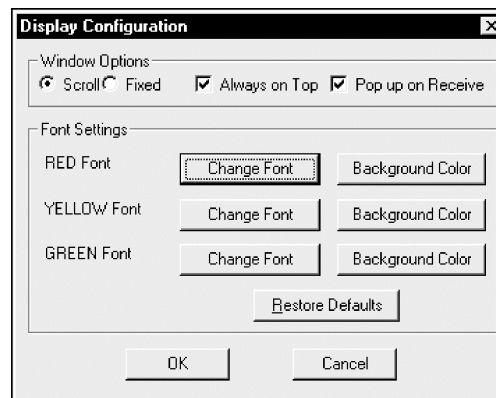


FIGURE 15: STAT-VU DISPLAY CONFIGURATION DIALOG BOX

### 2.5.1 Scroll/Fixed Text

Enabling and disabling Scroll text controls two different ways of writing ACD MIS data in the Stat-VU window. A dot next to Scroll means that the feature has been enabled. A dot next to Fixed means that the Scroll feature has been disabled. The Scroll/Fixed setting affects only the Stat-VU Display Group window from which you opened Display Configuration. To enable/disable Scroll:

- *With a mouse*, click on **Scroll** to mark it with a dot. Click on **Fixed** to move the dot and enable Fixed. Enabling Fixed disables Scroll.
- *From the keyboard*, press **Tab** until either **Scroll** or **Fixed** is highlighted. Use the arrow keys to move the selection dot from one option to the other. When Fixed is selected Scroll is disabled.

### Scroll Enabled

With Scroll enabled, a scroll bar appears along the right edge of the Stat-VU window when the window becomes full of messages (see Figure 16). Messages are continuously written until the entire window is filled. The next message appearing at the bottom of the display pushes the top most message out of view. To view messages no longer in view use the scroll bar to slide the window upward or downward.

Stat-VU stores the last 200 messages for display. Subsequent messages overwrite the oldest message available for display. If you scroll upward to view messages, you will be bumped to the bottom of the message window when the most current message is displayed.



FIGURE 16: STAT-VU DISPLAY WINDOW – WITH SCROLL BAR

### Fixed Enabled

With Fixed enabled (Scroll disabled) the Stat-VU window will not have a scroll bar at the right of the window (see Figure 17). Messages are continuously written from the top down in the window. When the window is full, the next message overwrites the topmost message in the window. Successive messages sequentially overwrite the next message until the bottom most message is overwritten. The height of the window determines the total number of messages to be displayed at any time.



FIGURE 17: STAT-VU DISPLAY WINDOW – NO SCROLL BAR

### 2.5.2 Always on Top

Enabling and disabling Always on Top controls whether or not the Stat-VU window is constantly visible or is hidden behind another application. A “✓” in the Always on Top Box means that the feature has been enabled and the Stat-VU window will be constantly visible. The Always on Top setting affects only the Display Group window from which you opened Display Configuration. Each Display Group window must be configured individually.

To enable/disable Always on Top:

*With a mouse*, click on the **Always on Top** box to add or remove a “✓”.

*From the keyboard*, press **Tab** until **Always on Top** is highlighted. Press the **Space Bar** to toggle a “✓” in or out of the box.

### 2.5.3 Pop Up On Receive

Enabling and disabling Pop up on Receive controls what a Stat-VU window does when it is minimized. With the Pop up on Receive option enabled, Stat-VU Display windows that have been minimized open automatically as soon as a new message is received from the Stat-VU Manager. A “✓” in the Pop up on Receive Box means that the feature has been enabled and the Stat-VU window will remain minimized until it receives a message at which time it will open to display the message. The Pop up on Receive setting affects only the Display Group window from which you opened Display Configuration. Each Display Group window must be configured individually.

To enable/disable Pop up on Receive:

*With a mouse*, click on the **Pop up on Receive** box to add or remove a “✓”.

*From the keyboard*, press **Tab** until **Pop up on Receive** is highlighted. Press the **Space Bar** to toggle a “✓” in or out of the box.

## 2.5.4 Font Settings

Stat-VU allows the user to control the font and color settings of the messages received in the Display Group windows. External Display messages may include toggle codes for changing the color in which to display text. Supported colors are red, yellow and green.

In the Font Settings section of the Stat-VU Display Configuration dialog box, the user can assign a new color or style and a new background color for any of the configurable colors sent from the VU-ACD/100 host.

To change font settings for incoming messages:

---

**Step**

- 1** Click the **Change Font** button for the color message you would like to modify. The program displays the Font dialog box (see Figure 18).
- 2** In the Font field, click on the up and down arrows to scroll through the possible fonts. Click on the appropriate font to select it.
- 3** In the Font Style field, click on the desired font style (i.e. **Bold** ).
- 4** Click in the Size field and type in the point size of the font. (10 point is the standard for Stat-VU.)
- 5** Enable or disable the **Strikeout** effect by clicking in the box next to that option. A “✓” in the **Strikeout** box enables the effect.
- 6** Enable or disable the **Underline** effect by clicking in the box next to that option. A “✓” in the **Underline** box enables the effect.
- 7** Click on the arrow in the **Color** field to display a list of possible colors.
- 8** Click on the appropriate color to select it.
- 9** Click on the arrow in the **Script** field to display a list of available language scripts. Select the script for the language your computer is using
- 10** The **Sample** field displays a text sample based on the selections made in the Font dialog box.
- 11** Click **OK** to save your selections and return to the Display Configuration dialog box.



Use the Restore Defaults button on the Display Configuration window to return to the original Stat-VU Agent Display font settings.

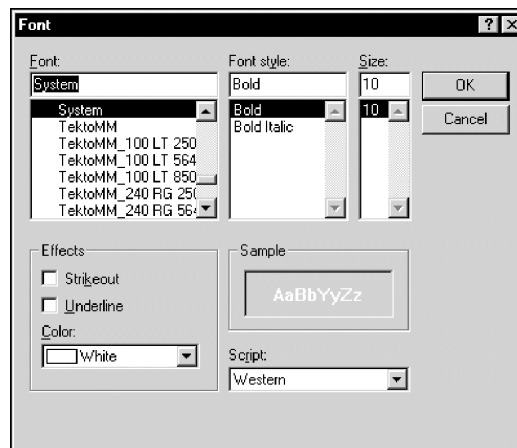


FIGURE 18: STAT-VU FONT SETTINGS WINDOW

To change background settings for incoming messages:

#### Step

- 1 Click on the **Background Color** button. The program displays a color palette.
- 2 Click on the new background color for incoming messages.
- 3 Click on **OK** to save the new background color and return to the Display Configuration dialog box.

Once the display has been configured using the Display Configuration dialog box. Click **OK** to close the Display Configuration dialog box and return to the Display Group window.



## 2.6 Hide Border

This feature allows the user to hide the title and menu bars on the selected Stat-VU Display window. The Hide Border feature can be accessed from the Stat-VU menu or by right clicking within the Stat-VU Display window and selecting the option from the pop-up menu. To redisplay the title and menu bars, double-click inside the appropriate Stat-VU Display window or right click within the window and select Hide Border from the pop-up menu.



FIGURE 19: STAT-VU DISPLAY WINDOW - NO BORDER

## 2.7 Close Window/Exit Program

### 2.7.1 Close/Open Stat-VU Window

A Stat-VU window can be minimized – removed from the desktop – by clicking on the bar in the upper right corner of the window. A Stat-VU Display Group can be reopened by clicking on the appropriate Stat-VU icon on the Start Bar.

If any Stat-VU Display Group is closed using the **X** in the upper right corner, all Stat-VU Display Groups are closed and the connection to the Stat-VU Manager is terminated.

### 2.7.2 Exit Stat-VU Program

Terminate the Stat-VU program by clicking on the **X** in the upper right corner, or selecting **Exit** from the Stat-VU menu, or typing **E** with the Stat-VU menu displayed.

To restart Stat-VU double click on the Stat-VU shortcut icon or launch the program from the Start-Programs task bar.

